

Ultimate Broadband

StarCare Offers

Product Description

StarCare Service Support Starter | StarCare Starter Install + Service Package | Starlink Standard Install Package

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This Product Description is a summary of UBB StarCare support and Starlink installation offers. It should be read together with UBB full terms and conditions, Starlink terms, any customer quote or proposal, and any service agreement accepted before sign-up. All prices are inclusive of GST unless stated otherwise. Final availability, Starlink service plan, installation scope, hardware, support tier, contract term, travel and non-standard charges are confirmed before sign-up.

Service Overview

Service Description	StarCare is UBB's local Starlink support and managed-service layer. It is designed for customers who want Starlink installed, set up, monitored or supported by UBB rather than being left to self-install and self-support.
Availability	Available where Starlink is suitable for the service address and where UBB can safely complete any required installation, mounting, cable routing, network setup and support. UBB may recommend Wireless, Fibre, 4G/5G or a hybrid design where that better fits the site.
Service model	StarCare Service Support Starter can support customers who pay Starlink directly and provide UBB with the required support access. Installation packages are one-off installation offers and do not include the Starlink monthly service fee unless a quote states otherwise.

Standard Service Charge

Plan / offer	Code	Term	Upfront charge	Base MMR	Discount	Offer MMR	Plan summary
StarCare Service Support Starter	STARCARE-SS-STARTER	24 months	\$0	\$10/month	-	\$10/month	Starter StarCare support, monitoring and basic managed service support.
StarCare Service Support Starter	STARCARE-SS-STARTER	36 months	\$0	\$10/month	\$1/month	\$9/month	Longer-term Starter StarCare support offer.
StarCare Starter Install + Service Package	STARCARE-INSTALL-SERVICE-STARTER	Confirm before sign-up	\$899	\$10/month	-	\$10/month	Installation package plus StarCare Starter monthly service package.
Starlink Standard Install Package	STARLINK-INSTALL	Installation only	\$499	N/A	N/A	N/A	Standard Starlink installation package. Monthly Starlink service and StarCare support are separate unless stated in the quote.

Starlink monthly service charges are separate from the StarCare support and installation offers unless UBB specifically includes them in a customer quote or service agreement. Starlink pricing, service availability and network performance remain subject to Starlink terms and upstream changes.

Set Up Charge

Offer	Starting price	Included	Notes
StarCare Starter Install + Service Package	\$899	StarCare installation and starter managed service package. Includes professional setup within	Customer continues to pay the StarCare Starter monthly service fee. Travel, non-standard

		the stated package scope.	mounting, extra cabling, additional labour or extra hardware may cost more.
Starlink Standard Install Package	\$499	Standard Starlink installation package.	Installation-only offer. Does not include a Starlink monthly service, StarCare monitoring, ongoing support, ServicePulse, Wi-Fi optimisation or managed network support unless added separately.
Non-standard installation	Quoted before work proceeds	May include additional cabling, special mounts, extra technician time, roof access, trenching, conduit, additional Wi-Fi, router integration or return visits.	UBB will confirm additional costs before completing non-standard work where practical.

Other Charges

Starlink service fee	The customer must have an active Starlink service. The Starlink monthly service fee is separate unless the accepted quote says UBB is billing the Starlink service.
ServicePulse / management hardware	Where management or monitoring hardware is required, UBB will confirm whether it is included in the selected offer or quoted separately.
Fault callouts	A StarCare Starter fault callout may be chargeable. UBB will confirm the callout fee, travel and included labour before booking onsite work.
Extra labour and materials	Additional labour, parts, cabling, mounting variations, switches, routers, mesh Wi-Fi and non-standard work may incur additional charges.
Travel	Travel applies unless expressly included or waived in the accepted quote.

Average Monthly Price

Average Monthly Price is included where mandatory upfront charges make the first 12-month average higher than the advertised monthly charge. It is calculated using regular service fees and mandatory charges over the first 12 months. Optional charges, postage/courier, travel and contingent charges are excluded. If a customer selects a different setup, hardware, Starlink plan or support option, UBB should confirm the applicable Average Monthly Price before sign-up.

Example plan / setup pathway	Advertised monthly charge	Mandatory charge used in example	Example Average Monthly Price
StarCare Service Support Starter - 24-month term	\$10/month	\$0 upfront	\$10.00 per month
StarCare Service Support Starter - 36-month offer	\$9/month	\$0 upfront	\$9.00 per month
StarCare Starter Install + Service Package	\$10/month	\$899 upfront package charge	\$84.92 per month
Starlink Standard Install Package	Installation only	\$499 upfront installation charge	Not a monthly plan - \$499 one-off. If shown over 12 months for comparison only: \$41.58 per month.

Broadband Performance Information

Performance	Starlink performance can be affected by Starlink network conditions, congestion, weather, obstructions, dish location, customer equipment, Wi-Fi, power, site layout, server location and time of day.
Speed information	The StarCare support service and installation packages do not guarantee a specific Starlink speed. Speeds are determined by the selected Starlink plan, Starlink network performance and the service environment.
Fair usage	Starlink fair use, priority data, deprioritisation and service availability depend on the Starlink plan selected. High-use homes, farms, businesses or multi-building sites may need a Business Starlink plan, UBB Wireless, 4G/5G backup or a managed hybrid design.

Access Type

Plan / service	Access type	Notes
StarCare Service Support Starter	Satellite broadband support / managed service	Customer uses Starlink service, with UBB providing the selected support and management layer.
StarCare Starter Install + Service Package	Satellite broadband installation plus Starter support	Starlink installation with Starter StarCare service package.
Starlink Standard Install Package	Satellite broadband installation only	Standard installation service. Ongoing management and support require a StarCare support plan or other accepted support arrangement.

Other Information

Minimum Contract Period	StarCare Service Support Starter is available on 24-month and 36-month terms under the offers listed in this Product Description. Installation-only work may not have an ongoing service term unless bundled with a service package.
Early Termination Charge	An Early Termination Charge may apply if a fixed-term StarCare support service is cancelled before the end of the agreed term. See the Early Termination Charge section below.
Notice Period	Cancellation requests must be made by an authorised contact. UBB will confirm any remaining minimum term, decommissioning requirements and outstanding charges before cancellation is completed.
Customer Responsibilities	Customer must provide safe access, suitable mounting location, power, permissions, Starlink account access where required, and approval for cabling, mounting and any non-standard work.
Traffic Management	StarCare may use monitoring, remote management, routing, device configuration, VPN, public IP routing or other network management tools depending on the selected design.
Service Restrictions	Some public IP, remote access, CCTV, VPN, multi-building or business system requirements may require additional hardware, StarCare Remote, My IP, ServicePulse or a custom network design.
Effects on other services	StarCare and Starlink rely on mains power and working customer equipment. Services such as VoIP, EFTPOS, alarms, CCTV, smart devices and remote access may stop working during power, Starlink or equipment outages unless suitable backup power and resilience are in place.

Early Termination Charge / Managed Service Disconnection

This section is intended for customer disclosure. UBB should confirm that the displayed ETC table matches the customer selected StarCare plan, bundle, support level, hardware, minimum term and customer agreement.

Covered services	This ETC section applies to StarCare Service Support Starter and
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	StarCare service packages where the customer enters a fixed-term managed service agreement.
Installation-only work	The Starlink Standard Install Package is an installation-only offer unless combined with a StarCare service package. Completed installation charges are generally non-refundable.
Early cancellation	If a fixed-term StarCare support service is cancelled before the end of the minimum term, the remaining contracted monthly service fees may become payable. UBB will confirm the amount before processing cancellation.
Managed service decommissioning	UBB may remove monitoring, ServicePulse access, remote management, VPN or secure access, managed Wi-Fi support, diagnostics and other managed service components when StarCare is cancelled.
Customer access	During a fixed-term contract, UBB should make the remaining contract term and estimated Early Termination Charge payable at the next invoice date easy to access through the customer portal, invoice, customer support or another suitable channel.

ETC disclosure example - 24-month StarCare Starter service

Months remaining	Example ETC	Months remaining	Example ETC
24	\$240.00	12	\$120.00
23	\$230.00	11	\$110.00
22	\$220.00	10	\$100.00
21	\$210.00	9	\$90.00
20	\$200.00	8	\$80.00
19	\$190.00	7	\$70.00
18	\$180.00	6	\$60.00
17	\$170.00	5	\$50.00
16	\$160.00	4	\$40.00
15	\$150.00	3	\$30.00
14	\$140.00	2	\$20.00
13	\$130.00	1	\$10.00
0	\$0.00		

Example based on a \$10/month StarCare Service Support Starter service. Actual charges may vary depending on the selected StarCare term, monthly fee, hardware, promotions, unpaid invoices and customer agreement.

ETC disclosure example - 36-month StarCare Starter offer

Months remaining	Example ETC	Months remaining	Example ETC
36	\$324.00	18	\$162.00
35	\$315.00	17	\$153.00
34	\$306.00	16	\$144.00
33	\$297.00	15	\$135.00
32	\$288.00	14	\$126.00
31	\$279.00	13	\$117.00
30	\$270.00	12	\$108.00
29	\$261.00	11	\$99.00
28	\$252.00	10	\$90.00
27	\$243.00	9	\$81.00
26	\$234.00	8	\$72.00
25	\$225.00	7	\$63.00
24	\$216.00	6	\$54.00
23	\$207.00	5	\$45.00
22	\$198.00	4	\$36.00
21	\$189.00	3	\$27.00
20	\$180.00	2	\$18.00
19	\$171.00	1	\$9.00
0	\$0.00		

Example based on a \$9/month 36-month StarCare Service Support Starter offer. Installation charges, unpaid invoices, unreturned equipment, non-standard decommissioning and other quoted services may apply separately where relevant.

Support Scope and Service Responsibility

Area	StarCare Service Support Starter	StarCare Starter Install + Service Package	Starlink Standard Install Package
Management model	Starter monitoring and basic support layer.	Installation plus Starter StarCare service package.	Installation only unless support is added.
Support access	Remote support and managed service support where UBB has required access.	Starter support included after installation.	No ongoing managed support included by default.
Installation	Not included unless separately purchased.	Included within the package scope.	Included within the standard install package scope.
Warranty help	Basic warranty support handling where applicable and where UBB has access.	Starter warranty support handling after installation.	Installation workmanship support only, unless a support plan is added.
Best for	Existing Starlink customers wanting simple UBB support and monitoring.	New StarCare customers wanting installation plus basic ongoing support.	Customers who only need Starlink installed and will manage support themselves.

Complaints, Disputes and Terms

Complaints	Information about UBB customer complaints process is available through UBB customer support and the UBB website.
Disputes	UBB customers may be able to raise eligible telecommunications disputes through the Telecommunications Dispute Resolution scheme at www.tdr.org.nz , if applicable.
Full terms	This Product Description is a summary only. The full legal terms and conditions for UBB services, StarCare services, Starlink terms and any customer proposal or service agreement should be read before sign-up.
Document control	This document should be reviewed and updated whenever StarCare pricing, Starlink service pricing, setup charges, support tiers, hardware, installation scope, ETC rules or support scope changes.